
Overview

You will need to deliver the mail to customers, within the organisation or external to the organisation. You need to confirm the delivery schedule, and then sort and bundle the mail so that it can be delivered in the most suitable order. You should take action to protect the mail during the delivery. You will need to identify any problems with the delivery, and take the appropriate action.

SFLMS151 - SQA Code HD3K 04

SfL151 Deliver mail

Performance criteria

- You must be able to:*
- P1 follow **health and safety requirements** and relevant organisational procedures at all times
 - P2 confirm details of the delivery route, schedule, and **types of mail** being delivered
 - P3 obtain mail from the correct **containers**
 - P4 handle the mail safely to minimise the risk of injury to people or damage to the mail
 - P5 sort and bundle the mail into a suitable order for the delivery route
 - P6 identify mail items requiring special treatment
 - P7 protect the mail during delivery according to relevant organisational guidelines
 - P8 deliver the mail according to the **types of mail** and the agreed delivery schedule
 - P9 operate equipment and mechanisms at the delivery points correctly
 - P10 identify and respond appropriately to any **distribution problems**
 - P11 ensure all communications with people are conducted courteously, and provide them with any relevant information on the delivery service
 - P12 record the delivery of mail in the appropriate **information systems**

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Knowledge and understanding

You need to know and understand:

- K1 health and safety requirements, and own responsibilities for self and others
- K2 any relevant organisational procedures for the activities being undertaken
- K3 delivery schedules, including routes and timings
- K4 types of mail that need to be delivered
- K5 locations of containers with mail ready for delivery
- K6 handling risks involved in delivering different types of mail
- K7 delivery routes and sequences
- K8 types of special treatment for different types of mail
- K9 risks to mail during delivery
- K10 relevant organisational guidelines for protecting mail
- K11 methods and procedures for delivering mail to different types of addresses
- K12 types of equipment and mechanisms at delivery points
- K13 problems that can be encountered
- K14 methods to deal with different problems
- K15 delivery services that are available
- K16 information systems used in the organisation

The candidate and assessor must only sign below when all Performance Criteria and Knowledge points have been met.

Unit assessed as being complete

Candidate's Name:	
Candidate's Signature:	
Date submitted to assessor as complete:	

Assessor's Name:	
Assessor's Signature:	
Date assessed as complete:	

Internal Verification —

to be completed in accordance with centre's IV strategy

Evidence for this Unit was sampled on the following date/s:	IV's Signature	IV's Name

This Unit has been subject to an admin check in keeping with the centre's IV strategy.

Date of admin check	IV's Signature	IV's Name

Unit completion confirmed

IV's Name:	
IV's Signature:	
Date complete:	